

191—140.3 (523I) Administration.

140.3(1) *Contact information.* All mailed complaints and inquiries shall be sent to the Securities and Regulated Industries Bureau, Iowa Insurance Division, Two Ruan Center, 601 Locust Street, Fourth Floor, Des Moines, Iowa 50309-3738. Telephone inquiries may be made at (515)281-5705. E-mail correspondence may be made through the division's Web site, www.iid.state.ia.us.

140.3(2) *Complaints and inquiries.* The division may receive and process any complaint made regarding burial sites or cemeteries. Where appropriate, the division may refer complaints, in whole or in part, to other agencies. Any member of the public or the death care industry, or any federal, state, or local official, may make and file a complaint with the division. Complaints may be received from sources outside the state of Iowa and processed in the same manner as those originating in Iowa. If required by the division, complaints shall be made on forms prescribed by the division.

140.3(3) *Forms and filing procedures.*

a. Copies of all required forms and instructions for filing complaints, notices and annual reports are available on the division's Web site, www.iid.state.ia.us.

b. All filings of annual reports and notices shall be made as directed by the division. Instructions are available at the division's Web site, www.iid.state.ia.us.

This rule is intended to implement Iowa Code sections 523I.201 and 523I.207.